

07 April 2026

C210205



Tēnā koe 

Thank you for your email of 5 March 2026 to the Department of Corrections – Ara Poutama Aotearoa, requesting information about Corrections’ use of Employee Assistance Programme (EAP) services. Your request has been considered under the Official Information Act 1982 (OIA).

Corrections employs approximately 11,000 staff, the majority of whom work on the frontline, including in prisons. Our staff manage some of New Zealand’s most dangerous people in extremely complex and challenging environments, and many of the people our staff work with can behave unpredictably and act without warning. Given the nature of their work, Corrections supports the wellbeing of our employees with access to health services, wellness initiatives and resources to help balance work and life.

You requested:

*Under the Official Information Act 1982, I request the following information relating to your agency’s use of Employee Assistance Programme (EAP) services, annualised for the calendar years 2023, 2024, and 2025 (to 31 December 2025):
For each EAP service provider engaged during this period, please provide:*

- 1. The name of the service provider.*

Corrections’ EAP service provider is [Instep EAP](#).

- 2. The total amount spent with that provider in each year.*
- 3. The number of referrals, sessions, or instances of service usage attributed to that provider in each year (or the closest equivalent usage measure held).*

Please see the below table, which shows the amount of money spent on EAP and the total number of EAP sessions for each of the last three financial years:

Financial year	Annual spend	Number of EAP sessions
2022/23	\$817,546	4,254
2023/24	\$1,064,109	5,660
2024/25	\$1,310,049	6,399

When reviewing the above data, please note that the increase in EAP sessions between financial years is partially due to significant increases in the number of Corrections staff across those years, together with an increase in awareness, specialities and locations of support available.

4. *A brief description of the **types of services** provided under each contract (e.g. counselling, wellbeing support, critical incident support).*

Instep EAP provide 1:1 counselling of various specialities, on-site post critical incident support, and Rongoa Māori.

5. *A list of any **other employee benefits or programmes related to mental and/or physical wellbeing** offered during this period (excluding EAP), and for each year:*

Corrections' employee benefits that relate specifically to mental and/or physical wellbeing are listed below:

- Health checks
- Flu and Hepatitis A/B vaccinations
- Workstation assessments
- Staff welfare support coordinators
- Post incident response teams
- Incident debriefs
- Manager support
- Union representatives
- Injury management support
- HR support
- Professional supervision
- Reflective practice
- Employee led networks
- Eye examination and eyewear reimbursement
- Discounted gym and medical insurance memberships

6. *the name or type of benefit/programme, and any **estimated annual expenditure** allocated to those benefits, where such estimates are held.*

Please see the table below, which provides the annual expenditure of staff benefits for the previous three financial years.

Benefit programme	2022/23	2023/24	2024/25
Health checks	\$167,500	\$55,583	\$95,560
Vaccinations	\$74,610	\$81,535	\$76,740
Workstation assessments	\$6,500	\$3,500	\$2,479
Eye examination and eyewear	\$563,188	\$669,698	\$626,967

Professional supervision in relation to Staff Welfare Support Coordinator employees is estimated to cost \$10-15,000 per annum. Further Professional Supervision costs or estimates are not held in a readily retrievable format as some Professional Supervision is run by external providers while others are internally run or a combination of the two.

The gym and medical insurance memberships are provided at a discounted rate but paid for by employees who opt into the programme, so expenditure is not applicable in this instance. The remainder of the benefit programmes are internal employee-led support services so costs cannot be extracted from baseline spending and no estimates are held.

Benefit programme costs not stated above would require Corrections to initiate a project to extract, analyse and present the data in the form requested. Therefore, his part of your request is refused under section 18(g) of the OIA, as the information requested is not held by Corrections, and we have no grounds for believing that it is held by another agency or more closely connected with the functions of another agency.

Please note that this response may be published on Corrections' website. Typically, responses are published quarterly or as otherwise determined. Your personal information including name and contact details will be removed for publication.

I hope this information is helpful. I encourage you to raise any concerns about this response with Corrections. Alternatively, you are advised of your right to raise any concerns with the Office of the Ombudsman. Contact details are: Office of the Ombudsman, PO Box 10152, Wellington 6143.

Ngā mihi



Robert Jones
Acting Deputy Chief Executive
Organisational Resilience & Safety